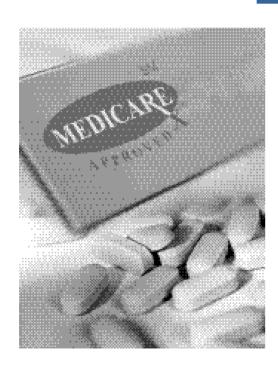
Enrollment Process



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Enrollment periods

- Enrollment begins May 2004
- Beneficiaries not already enrolled in a drug card may apply at any time
- Current card enrollees may make a change during the annual election period (November 15, 2004 – December 31, 2004) for January 1, 2005.

Effective date

- Annual Election Period (Nov 15, 2004 – Dec 31, 2004):
 - Enrollment effective January 1, 2005

All other enrollments effective 1st of the month following the month of receipt

Enrollment Form

- 2 model/standard enrollment forms:
 - Discount Card only

-or-

- Discount Card <u>and</u> \$600 (Transitional Assistance)
- You may customize, but must include all elements
- Beneficiary submits completed form to card sponsor

Enrollment Form continued

- Sponsor reviews application forms for completeness and screens each form
- If a form is incomplete contact the beneficiary to obtain information or return if necessary
- Forms that indicate ineligibility are not processed but a notice of ineligibility must be sent to the beneficiary

Alternatives to forms

- For discount card only
 - Telephone
 - Internet
 - May make TA enrollment forms available for printing on your web site
- All Transitional Assistance enrollments require a signed form

Submit Transactions

Submit enrollment transactions to CMS

CMS reply

Reply to beneficiaries based on CMS response to each transaction

Notices

- Eligible (confirmation) notices
 - Tell the beneficiary s/he's enrolled and provide effective date
 - Send ID card, handbook, etc.
- Ineligibility determination notices
 - Inform of CMS's determination of ineligibility; provide information about reconsideration
 - Individual's ineligible for TA may re-apply for the discount card (if eligible)

Reconsideration

Beneficiaries found ineligible for either the drug card or the drug card with the \$600 can request a reconsideration

 Independent reconsideration entity will obtain additional information and make a final determination

Reconsideration continued

Sponsor will be notified if eligibility approved

 Reconsideration entity will notify beneficiary when eligibility is not approved

Enrollment Fee

- If a fee is charged, it may be collected with the enrollment form, or billed after at sponsor discretion (discount card only)
- Do not collect a fee from beneficiaries applying for the \$600

Continuing enrollment

Beneficiaries remain enrolled unless they choose to disenroll, change cards (when allowable), or are disenrolled

 Drug card only (no \$600) are automatically charged any enrollment fee for the next year

Disenrollment

- Beneficiaries may disenroll at any time, however, unless a special election period applies
 - they may not enroll again until the annual election period
 - forfeit any remaining portions of \$600 for that year

Special Election Periods

- Move outside of current drug card's service area
- Change residence to or from a SNF and nursing facilities
- Enrolls in, or disensells from a Medicare Managed Care plan
- Current card terminates

Non-payment of Annual Fee

- Enrollees (discount card only) who do not pay any required annual fee may be disenrolled
- Notify within 20 days of delinquency
- If still unpaid in 10 days; disenroll
- Submit disenrollment to CMS and notify beneficiary that membership has ended

